

Changing the Display Name for Exchange Users

What is a User Display Name?

A User Display Name is an Active Directory attribute of the form "last_name, first_name". For example "Jensen, Barbara". By default, a user's Display Name is created from official name information in the U-M Directory. Because the Display Name is used as the primary lookup field in the Exchange Global Address List (GAL), the last name is placed before the first name, much like a telephone directory. The Display Name is also used as a user's email name in the Exchange/Outlook system.

Why Change a Display Name?

Some users prefer a "friendly" name for email correspondence. In other instances, the official name chosen may be one of several names registered in the U-M Directory, but not the one preferred by the user. In both cases, a mechanism is provided for an authorized administrator to adjust the user's Display Name to a more satisfactory value. With very few exceptions, this will mean changing the user's first name, but leaving the last name intact.

Conditions for Changing a User's Display Name

All requests for a change of Display Name should originate from the user whose Display Name is to be changed. The user's last name must be a legal last name. No fictitious names are allowed. Additionally, the Windows administrator making the change must have responsibility and permissions for maintaining the user's account in Active Directory.

Who Can Change a User's Display Name

Requests for Display Name changes can be made by Full Serve Exchange departments through the same order form as requesting mailboxes at <http://www.itcom.itd.umich.edu/orders/faculty-staff.html>

Administrators of Self Serve Exchange mailboxes make this change themselves following the instructions below.

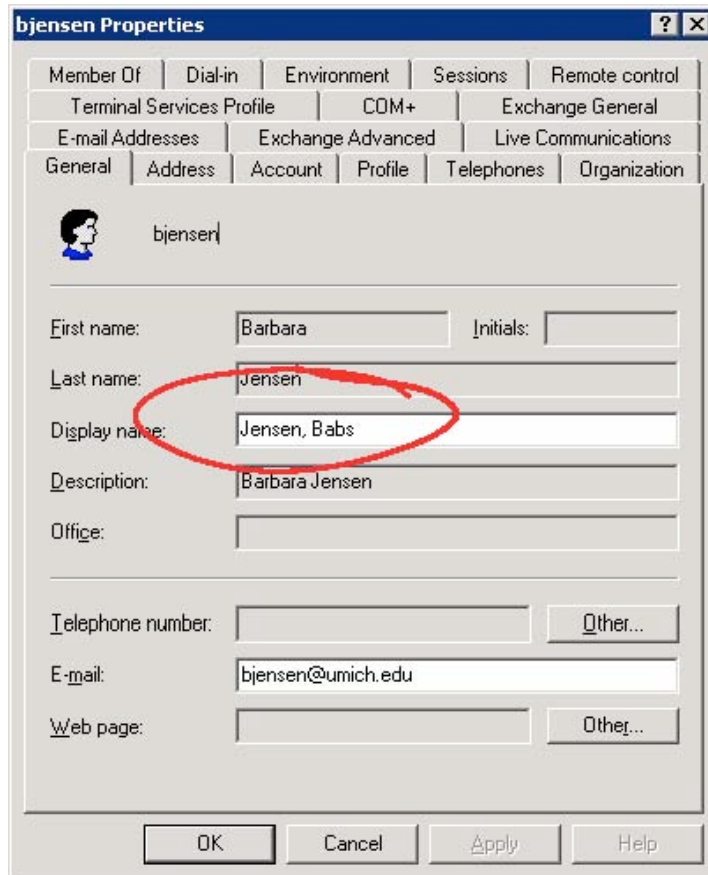
Private Users

Users who have privacy set in the U-M Online Directory (UMOD) will have their unqiename as their display name. That is because in respecting the privacy request, we do not populate Active Directory with any information on these users except their unqiename.

Administrators who change a user's entry to include their first and last names (either by request or by making the change themselves) must make sure that the user understands this exposure. The first and last names will only be made visible in Active Directory / Exchange. This change will not be reflected back to UMOD.

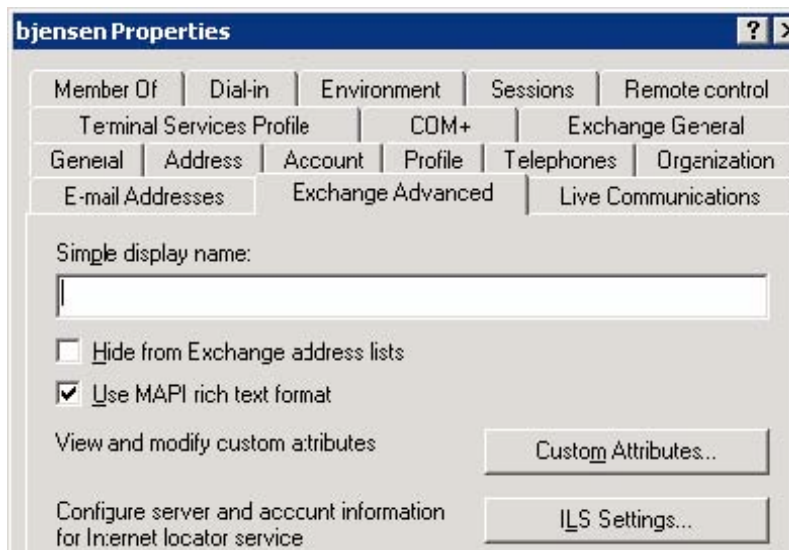
How to Change a User Display Name

1. Open **Active Directory Users and Computers** console with administrative credentials.
2. Navigate to the appropriate user and open **Properties**.
3. In the **General** tab, change the **Display name** field to a new value, maintaining the "last_name, first_name" format. Note that the last name is followed by a comma and one space, then the first name.



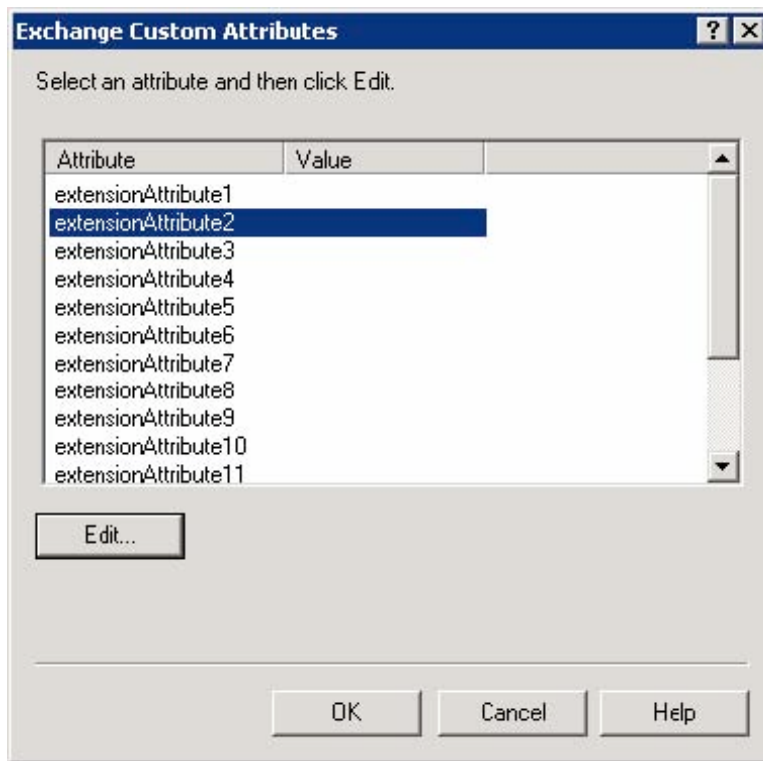
The screenshot shows the 'bjensen Properties' dialog box with the 'General' tab selected. The 'Display name' field is highlighted with a red circle and contains the text 'Jensen, Babs'. Other fields include 'First name: Barbara', 'Last name: Jensen', 'Description: Barbara Jensen', 'E-mail: bjensen@umich.edu', and 'Web page:'. The 'Display name' field is the focus of the current step.

4. In the Exchange Advanced tab, click the Custom Attributes button.

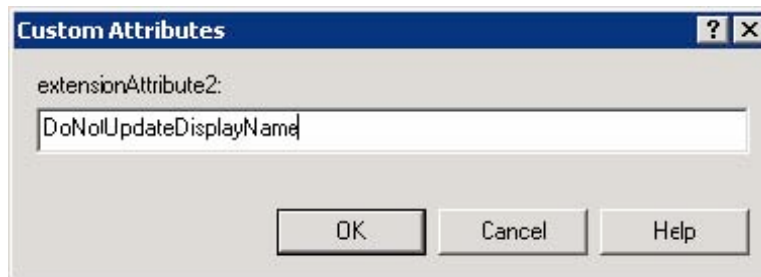


The screenshot shows the 'bjensen Properties' dialog box with the 'Exchange Advanced' tab selected. The 'Simple display name' field is empty. There are two checkboxes: 'Hide from Exchange address lists' (unchecked) and 'Use MAPI rich text format' (checked). At the bottom, there are two buttons: 'Custom Attributes...' and 'ILS Settings...'. The 'Custom Attributes...' button is the focus of the current step.

5. Highlight `extensionAttribute2`, and click the **Edit** button.



6. Enter the following value for `extensionAttribute2`: **DoNotUpdateDisplayName**



TIP: The name change will not be immediately reflected in the GAL for Outlook users using cache mode. The version of the GAL that is downloaded to cache mode Outlook users is updated each morning, and so the change should be available the following day. If more than 24 hours has elapsed and the change is still not visible, refresh your cached copy of the GAL through Outlook: **Tools > Send/Receive > Download Address Book...**

8. Notify the user that you've changed the Display Name.
7. Click **OK** three times to exit the accumulated windows.

Entering Incorrect Display Name and `extensionAttribute2` values

During synchronization of Active Directory user accounts from U-M Directory attributes, the AD "displayName" attribute is checked to see if it matches the default "last_name, first_name" value. If the displayName attribute does not conform to the "last_name, first_name" format, it is replaced by the default value. If displayName attribute has been changed from the default value, but conforms to the "last_name, first_name" format, extensionAttribute2 is checked to see if it contains the string "DoNotUpdateDisplayName". If extensionAttribute2 is set, then the

displayName will retain its changed value. If extensionAttribute2 is not set, or has been set to an incorrect value, i.e. not "DoNotUpdateDisplayName", then the displayName value will be reset to its default value.

So, be sure to enter the user's Display Name in the correct format, and be sure to enter the correct value for extensionAttribute2.